Warranty Information

MSI General Product Warranty Policy

MSI seeks to provide accurate and timely information, nevertheless, there may be inadvertent technical or factual inaccuracies and typographical errors, for which we apologize. We reserve the right to make changes and corrections at any time, without notice.

Notebook

		Remarks
In accordance with original manufacturer's products serial number/barcode, notebook products are warranted for 24 months hardware by original manufacturer or purchase date after registering online.		
Complete Set of Notebook	**In accordance with original manufacturer's products serial number/barcode,** it is warranted for 12 months repair service from its manufacture date or purchase date after registering online.	
Hardware parts	motherboard, CPU memory,LCD, HDD	**In accordance with original manufacturer's products serial number/barcode,** it is warranted for 24 months repair service from its manufacture or purchase date after registering online.
	Battery (categorized as Consumable) Adapter	**In accordance with original manufacturer's products serial number/barcode,** it is warranted for 12 months repair service from its manufacture or purchase date after registering online.
	Pre-installed Software (including software disk)	**In accordance with original manufacturer's products serial number/barcode,** it is warranted for 24 months repair service from its manufacture or purchase date after registering online.
Software	Software included with the notebook(data, Software CD or Floppy Disk)	**In accordance with original manufacturer's products serial number/barcode,** it is warranted for 1 month faulty parts replacement from its manufacture or purchase date after registering online.
MSI NB LCD Panel Dot Standard	About LCD Panel Dot warranty standard, please refer to here.	

Product Registration

Please make sure you register online to ensure the warranty date starts at the date of purchase.

Warranty Exclusions

1. The following circumstances excluded from warranty coverage
2. Product damage caused by catastrophes, thunder stroke, faulty electric power and environmental factors.
3. Defacing of product labeling (label alterations and falsifying, serial number missing, serial number no longer discernible, serial number invalid). All serial numbers are recorded and tracked for warranty purposes
4. Unauthorized changes of non MSI parts, modifications or alterations , parts removal in or to the products
5. Damage caused by operator error or operator fails to comply user manual instruction, such as , but not limited to improper storage resulting in product get wet, corrosion, fell off, squeezed or exposed to inadequate temperature/humid environment.
6. Internal or external consumable items of the product itself such as battery, earphone, etc.
7. Accessories or packing material such as boxes, user manual ,etc

To Verify the Original Manufacturer Barcode

Example 1. 865PE NEO2-PLS 0402XXXXXX.
(865PE NEO2-PLS refer to product name,0402 represents manufacture year as 2004, subsequent 2 digits represent manufacture month as February)

Example2. 42SXXXXXX
(42 represents its manufacture date as February'2004 by MSI)

(Please find the model name from notebook backface)

-U100

Three steps for repairing

If you encounter any problem in product usage, we suggest you consult the following steps to quickly resolve the problem:

Step 1 Screen the problems by self-checking:

1. *Please first review the User's Manual and the Software CD included with the Product:*

   The User's Manual and Software CD provided by MSI containing a lot of information about product usage. The manual we compose from user's perspective can answer many of your questions. If your manual was lost, you may download the manual you need from MSI website.

2. *Visit MSI website for support:*

   MSI retains a group of customer service engineers with professional knowledge. You may post a message about the problem you encounter in MSI's Online Customer Service, and our engineers will try their best to answer your question concerning product usage immediately. Or you may look for FAQ in the website to see whether there is any solution for similar problems.

Step 2 Seek support from the original store of purchase or distributor of the Product:

If you cannot seek any solution for the problem from the above methods, you may seek support from the original store of purchase or distributor, because the original store of purchase should best know your system configuration and specifications, and can provide you with any necessary resource and service.

Step 3 Bring the Product to the authorized service center for maintenance

If your product has been determined by the MSI engineer or store as problematic or defective in hardware, and may incur the need for replacement of parts, you may bring the Product for repair along with the warranty card, purchase invoice or receipt to the MSI-authorized service center closest to your location for assistance, or entrust the original store of purchase to send the Product for repair on your behalf. However, the customer must properly pack the Product when sending it for repair, to avoid further damage in the course of shipping.